

Information about the stay

GOOD TO KNOW



Arrival | Departure | Parking

Your room will be available to you from 3 pm at the latest on the day of arrival. On the day of your departure, we kindly ask you to vacate your room by 11 am. You are welcome to stay longer (depending on availability), please contact the reception to extend your room on the day of departure. An early arrival with room occupancy can also be booked, subject to availability. Protected from sun, rain and snow, your vehicle can be parked. You are welcome to book an underground parking space for CHF 20.00 per space and night. The outdoor parking spaces are available free of charge.



Pets

We charge our hotel guests' pets CHF 35.00 per night and pet. Pets are not allowed in the restaurant & wellness area, as the kitchen is open to the guest area (show kitchen).



Wireless LAN

Wi-Fi is available free of charge throughout the house. You will find a description in your room.



Non-smoker | Smoker

In the fumoir (smoking lounge) you can relax and enjoy a cigar or a cigarette. All rooms are non-smoking rooms. Please note that the category Double Room Comfort has no balcony and no terrace. In all other room categories you will find an ashtray on the balcony / terrace. Out of consideration for non-smoking guests, we kindly ask you to refrain from smoking on the terrace during dinner in summer. This also applies to the outdoor area in the wellness. You are welcome to use the outdoor lounges or the fumoir (smoking lounge) in the restaurant area. Please note that a flat rate of CHF 250.00 will be charged for smoking in the room.

CULINARY



Breakfast buffet

Daily from 07:00 to 10:30.



Lunch

Daily with light, seasonal dishes. The restaurant "LION D'OR" is open all day and awaits you with a 3-course lunch menu as well as a daily menu with smaller and larger dishes. If you are out of the house during the day, you can also order a packed lunch at the reception (included in full board).



Dinner

For dinner, a table is reserved for you in the restaurant "LION D'OR". We await you between 18.00 and 20.00 for dinner with a multi-course selection menu. Or would you prefer to eat à la carte? Let yourself be inspired by our [offer from the kitchen & cellar!](#)



Half board, full board and special diets

Half-board or full-board can only be booked for the entire duration of your stay. With your reservation confirmation, you

specify the desired type of board during your stay. Do you have an allergy or intolerance or prefer special cuisine? The kitchen team of chef and dietary chef Peter Vogel will be happy to prepare dishes and menus without gluten or lactose for you. Whether vegan, alkaline, gluten-free or lactose-free enjoyment: We are happy to support you in the selection of your dishes and enable you to feast without complications.

GOLF & WELLNESS



Golfers in Lipperswil Please let

us know your reserved tee times/tournament play times so that we can optimally plan your wellness treatment times for you. To reserve a green fee for 9 or 18 holes, you are welcome to contact the hotel reception 14 days before your arrival. For 18 holes you need a handicap of 36, for 9 holes you need the course licence (only valid for the course "Feldgarten"). Please note that due to high demand on Saturdays, Sundays and public holidays, we should know your tee time requests as early as possible. As a hotel guest, you will receive a green fee reduction if you book through us. You will receive the vouchers for this exclusively at the hotel reception - also on the day of arrival! The green fees are invoiced by the hotel. On weekends you pay a surcharge of CHF 15 per 9 holes. Reservations for tee times and green fees are subject to the general terms and conditions of [Golf Club Lipperswil AG](#). For information on taster [golf](#) or improving your game, it is best to visit our [taster golf page](#) and our [Golf Academy page](#).



Golfers in Erlen Please let

us know your reserved tee times/tournament play times so that we can optimally plan your wellness treatment times for you. To reserve a green fee for 9- or 18-hole, you are welcome to contact the hotel reception 14 days before your arrival. For 18-holes and for 9-holes you need the course licence. Please note that on Saturdays, Sundays and public holidays we can only accept your tee time requests after 2 pm. As a hotel guest, you will receive a green fee reduction if you book through us. You will receive the vouchers for this exclusively at the hotel reception - also on the day of arrival! The green fees are invoiced by the hotel. On weekends you pay a surcharge of CHF 15 per 9 holes. Reservations for tee times and green fees are subject to the general terms and conditions of the [Golf Club Erlen](#).



Wellness area | Sauna area | Fitness room

The wellness area is open daily and has an indoor pool, an outdoor brine whirlpool, a steam bath, a Kneipp facility, a Finnish sauna (95°C) and a bio sauna (55°C) as well as a relaxation area. For the fitness room, please bring sportswear and trainers. The pool area is open for you from 07:00 to 22:00 and the sauna area from 10:00 to 21:30. Due to cleaning work, maintenance work or renovations, the wellness and sauna area may not be available to you without restrictions. If possible, you will be informed about such work in advance.



SPA treatments

Our tip for you: Book the spa treatments before your arrival. Of course, you can also book on site, however, not all treatments may be available to the corresponding extent. Agreed appointments can be cancelled free of charge up to 24 hours before your treatment date at the latest, after which we will charge you 100 per cent of the price if you do not use the treatment. Cancellations must always be made in writing. For pregnant women and children, we have marked the possible treatments with an appropriate symbol. See the complete [SPA menu](#) here.

CHILDREN

CONNY LAND Lipperswil & SEA LIFE Konstanz

One of the most beautiful amusement parks in Europe is right on our doorstep. **CONNY LAND Lipperswil** offers its guests breathtaking shows that thrill young and old. Get up close to the Conny Land animals and experience unique performances and exciting entertainment. **SEA LIFE Konstanz**, with a fantastic location directly at Konstanz harbour and only a few minutes' walk from the city centre, is a real aquarium highlight! You will find over 3500 animals in more than 35 tanks. **We have put together many more ideas for you.**

Kids in the SPA

For children under 12, the indoor pool is available daily from 09-11 and 14-16. Please understand that children are only allowed to use the pools without restriction from the age of 12 and the saunas from the age of 16. The fitness room is available from the age of 18.

HIKING, CYCLING, BEING ACTIVE...

Hiking

There are no limits to the sports and leisure opportunities in our region. This is especially true for all those who would like to discover Thurgau or the Lake Constance region on foot. In Thurgau alone you will find a network of around 1000 kilometres of well-marked and signposted hiking trails. Here you can see the **hiking trails that** start directly from the hotel.

Cycling/ Biking

Thurgau and the area around Lake Constance are a true cycling paradise. A large network of signposted routes can be explored and offers the right option for every requirement. You have the possibility to rent bikes or e-bikes at the hotel. Here you can see the **bike trails that** start directly from the hotel.

Active programme

The SPA team has a daily programme for you: Qi Gong, forest bathing, water gymnastics, Nordic walking, sauna infusion, stretch and relax, abdominal and leg exercises, yoga, spinal gymnastics, Pilates and much more are offered to you in a rotating weekly programme. You can see the current programme **here**.

General Terms and Conditions

1. reservation and conclusion of contract

1.1 Reservation confirmation/subject matter of contract

The contract for the rental of rooms, seminar rooms, areas as well as other deliveries and services shall be concluded upon written confirmation by the Wellness Hotel Golf Panorama and upon signature by the guest / organiser or, in the case of online bookings, upon booking confirmation. A reservation made on the day of arrival itself is binding for both parties at the moment of acceptance by the hotel. If no rooms are available in the hotel despite a confirmed reservation, the hotel must offer an equivalent substitute in a nearby hotel. If the guest refuses the substitute room, the hotel shall immediately refund any services already rendered by the guest (e.g. deposits). The guest shall have no further claims.

1.2 Option

The option date is binding for both parties. Should we receive another enquiry during the option period, we will take the liberty of contacting you. After the expiry of the option period, the hotel may dispose of all rooms and spaces unless a written order confirmation has been received.

1.3 Prices and exchange rates

The prices are in CHF and include the statutory value added tax. Any increase in VAT after conclusion of the contract shall be borne by the client. Prices quoted in Euro are indicative and will be charged at the current exchange rate. All published prices may be adjusted at any time. Only those prices confirmed in writing by the Wellness Hotel Golf Panorama are valid. In the event of an extension of your stay on site, we take the liberty of already charging you for the invoice amount consumed to date. We cannot grant any deductions if you do not use certain hotel services. The tourism and leisure tax is CHF 2.60 per person per night and is not included in the price of the overnight stay.

1.4 Third-party services

Insofar as the hotel procures technical or other facilities from third parties for the guest / organiser, the hotel shall act on behalf of and for the account of the guest / organiser. The guest / organiser shall be liable for the careful handling and proper return of the facilities and shall indemnify the hotel against all third-party claims. All food and beverages are to be purchased from the hotel. In certain cases (national or religious specialities), a different written agreement may be reached on this, subject to a service charge or corkage fee.

1.5 Period of use

Unless otherwise agreed, the guest is entitled to use the rented rooms from 3.00 p.m. on the agreed day of arrival until 11.00 a.m. on the day of departure. In the event of late release of the room by the guest by 6.00 p.m. at the latest, the hotel may charge CHF 99.00 for use in excess of the contract. Thereafter, a full night will be charged. Contractual claims of the guest for ordinary continued use of the space shall not be established hereby; the assertion of claims for damages shall remain reserved. In the event of late departure from the room, the hotel reserves the right to remove the guest's items from the room and store them in a suitable place in the hotel.

2. terms of payment

2.1 Invoices and advance payments

Depending on the size and type of reservation, the Wellness Hotel Golf Panorama requires an advance payment. This is to be transferred to the named account after expiry of the cancellation period. Invoices from the hotel without a due date are payable within 30 days of the invoice date without deduction. For individual guests, a written agreement is required for the creation of accounts receivable.

2.2 Credit cards

In addition to cash, we also accept credit cards (Visa, Eurocard/Master Card, American Express) for the hotel bill. Cashless payment with the Eurocheque card (with Maestro symbol) or postcard is also possible.

3. cancellations/cancellations

Generally speaking:

- Cancellation conditions also come into effect in the event of illness, accident etc. - even if a doctor's certificate is available.
- Rates that have already been booked as "non-cancellable/mutable" at the time of booking can never be changed/cancelled.
- All cancellations of reservations of any form must be made in writing and require written consent from the hotel. Decisive for the calculation of the cancellation fee is the arrival of the guest's written cancellation at the hotel. This applies to letters as well as fax and e-mail messages.
- In the event of a no-show by one or all guests ("no-show"), the costs for the booked services will be charged equally.
- Subject to availability, upward adjustments (booking of additional rooms) can be made with consultation at any time, the cancellation conditions behave the same.
- Advance payments can be made by bank transfer or Visa/Mastercard and Postcard/Maestro (on site).

3.1 Cancellation or changes to reservations of 1 to 4 rooms

Cancellation of your room reservation is possible free of charge up to 3 days before your arrival date, unless otherwise agreed. In case of a later cancellation, we will charge you 100 percent of the room rate. This also applies if your booking is curtailed due to late arrival or early departure.

3.2 Cancellation or changes to reservations from 5 to 14 rooms.

Unless otherwise agreed in writing:

Changes from the time of booking: One-time 10% downward adjustment (we do not charge cancellation fees for this 10%) until 3 days before arrival. Beyond this or in the event of a later adjustment/cancellation, we will charge you 100% as a cancellation fee. This also applies if your booking is curtailed due to late arrival or early departure as well as no-show by the guest.

Cancellation up to 30 days before arrival: There are no costs for you.

Cancellation during 29 days to 0 days prior to arrival: You will be charged 100% of the agreed room and menu price based on the confirmed number of persons.

Upon expiry of the cancellation period, 50% of the booked service and room are due as advance payment.

3.3 Cancellation or changes to reservations of 15 or more rooms

Unless otherwise agreed in writing:

Changes from the time of booking: One-time 10% downward adjustment (we do not charge cancellation fees for this 10%) until 7 days before arrival. Beyond this or in the event of a later adjustment/cancellation, we will charge you 100% as a cancellation fee. This also applies if your booking is curtailed due to late arrival or early departure as well as no-show by the guest.

Cancellation up to 60 days before arrival: There are no costs for you.

Cancellation during 59 days to 0 days prior to arrival: You will be charged 100% of the agreed room and menu price based on the confirmed number of persons.

Upon expiry of the cancellation period, 50% of the booked service and room are due as advance payment.

3.4 Cancellations of events without overnight accommodation (seminars or banquets) from 5 to 14 persons.

With the conclusion of the booking, the number of participants can be adjusted downwards by 10% once up to 3 days before arrival (we do not charge any cancellation fees for this 10%). Beyond that or in case of later adjustment/cancellation/no-show, we will charge you 100% as cancellation fee. Please inform us of the definitive number of participants in writing up to 72 hours before the start of the event. This number of persons is binding for invoicing (or increases in the case of additional persons), even if fewer persons appear on site.

Cancellation up to 30 days before the start of the event: no costs will be incurred. On expiry of the cancellation period, 50% of the booked service and room hire is due as an advance payment.

Cancellation from 29 to 0 days before the start of the event: You will be charged 100% of the agreed room, conference and menu price based on the confirmed number of persons and rooms.

3.5 Cancellations of events without overnight accommodation (seminars or banquets) from 15 persons.

With the conclusion of the booking, the number of participants can be adjusted downwards by 10% once up to 3 days before arrival (we do not charge any cancellation fees for this 10%). Beyond this or in case of later adjustment/cancellation/no-show, we will charge you 100% as cancellation fee. Please inform us of the definitive number of participants in writing up to 72 hours before the start of the event. This number of people is binding for invoicing (or increases in the case of additional people), even if fewer people turn up on site.

Cancellation up to 60 days before the start of the event: There are no costs for you. Upon expiry of the cancellation period, 50% of the booked service and room rent is due as an advance payment.

Cancellation from 59 to 0 days before the start of the event: You will be charged 100% of the agreed room, conference and menu price based on the confirmed number of persons and rooms.

3.6 Cancellations by the hotel

If the Wellness Hotel Golf Panorama has reasonable grounds to believe that the reservation/event threatens to jeopardise the smooth running of the business, the safety or the reputation of the hotel, as well as in the event of force majeure, the hotel reserves the right to cancel the reservation/event without any obligation to pay compensation.

4. further provisions

4.1 Liability

The guest/client is liable to the Wellnesshotel Golf Panorama for damage and loss caused by him/her or his/her guests, assistants or participants, without the Wellnesshotel Golf Panorama having to prove fault. The hotel declines all liability for theft of and damage to materials brought in by the organiser, participants, speakers or third parties.

The hotel makes every effort to ensure that wake-up calls are carried out punctually and that messages are sent on time and correctly - however, the hotel accepts no liability for this. The hotel is under no obligation to monitor this. Lost property will only be forwarded at the request, risk and expense of the guest. Otherwise, the items will be reused or disposed of after a one-year storage period. In the event of loss or damage to the forwarded items by the post office or if the items do not arrive on time, the hotel shall not be liable.

4.2 Night surcharges for events

For events lasting longer than 24:00 hours, the hotel must be informed at the time of reservation. We take the liberty of charging a night surcharge of CHF 250.00 per hour or part thereof for the service staff.

4.3 Additional expenditure

Additional expenditure by staff (e.g. tidying up, smoking in the room), additional waste disposal as well as additional cleaning work can be charged by the Wellness Hotel Golf Panorama without consultation at CHF 250.00 / hour or more.

4.4 Data protection and data security The Wellnesshotel Golf Panorama undertakes to comply with the general provisions of data protection and data security. The data you enter will be treated as strictly confidential and will not be passed on to third parties.

4.5 Place of jurisdiction

Our business activities and thus the relationship between the customer and the Wellnesshotel Golf Panorama are based exclusively on Swiss law. The place of jurisdiction is Kreuzlingen.

For customers with a foreign domicile or place of business, Kreuzlingen shall be the place of debt collection and the exclusive place of jurisdiction for all proceedings.

5 Final Provisions

If individual points of these General Terms and Conditions are invalid, this shall not affect the validity of the remaining provisions. The Wellnesshotel Golf Panorama reserves the right to amend the GTC at any time. Deviations can be recorded in writing in the respective event or reservation contract and must be signed by both parties.

Last change: March 2021